



# Implementation Plan

**Getting Started**  
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## Instructions

**Part A**  
[Questions](#)  
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The Implementation Plan questionnaire has been automated to assist departments in responding to and submitting their data electronically to the SPB. Please ensure that the department responds to every question. You may enter a response, copy and paste relevant text from existing policies/procedures in the designated areas, and/or attach copies of applicable documents.

**Part B**  
[Question 1](#)  
[Question 2](#)  
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When completing the questionnaire, it is important to note that you must click on the "Save and Continue" button at the bottom of each page, or your data will not be saved. You can navigate through the questions by clicking on the links on the left-hand side of the page. Once you click the "Save and Continue" button, you will automatically be taken to the next page of the questionnaire.

**Part C**  
[Question 1](#)  
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If you answer and need to change your response, select the question using the links on the left-hand side of the page. Once you have made your changes, click on "Save and Continue" and your response will be updated.

**Part D**  
[Question 1](#)  
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We ask that you please respond to each question by providing ONLY the requested information. Any additional information the department would like to provide regarding its compliance with the Act can be included in the last section of this questionnaire.

**Part E**  
[Question 1](#)  
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If you begin the survey and need to stop and return at another time, you will be able to log in again and continue where you left off. When you are ready to begin, use the left-hand navigation button to go Questionnaire: [Part A Questions](#).

**Part F**  
[Question 1](#)  
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**Part G**  
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**Part H**  
[Question 1](#)  
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[Question 3](#)

**PART A - (TRADE AND COMMERCE AGENCY)**

- 1. Who has the department designated as the person responsible for overseeing its Implementation Plan?**

First Name:

Last Name:

Title:

Mailing Address:

City:

State:

Zip:

Area Code:

Phone Number:

Extension:

E-mail Address:

- 2. Does the department have a bilingual services coordinator who is responsible for overseeing its bilingual services program?**

☐ Yes. Same as above.

☐ No.

☐ Yes. Other person:

**PART B - (TRADE AND COMMERCE AGENCY)**  
**PROCEDURES FOR IDENTIFYING WRITTEN MATERIALS THAT NEED TO BE TRANSLATED AND FOR**  
**MAKING THEM ACCESSIBLE TO PUBLIC CONTACT EMPLOYEES AND THE LIMITED ENGLISH**  
**PROFICIENT (LEP) PUBLIC**

1. **Does the department have written procedures to identify which of its materials require translation?**

☐ **Yes. A copy is attached**

☐ **No. The department complies with this requirement of the Act by taking the following action:**

**Explanation:**

2. **How does the department determine whether or not its translated materials adequately meet the needs of its LEP customers? (Check all that apply)**

☐ Requests from the LEP public or community

☐ Frequency of requests for interpreter assistance to explain and assist the LEP public in completing documents/forms, etc.

☐ Input from public contact employees regarding the frequency of requests for translated documents

☐ Other, as follows:

**Explanation:**

3. **Does the department have its documents translated into the non-English language(s) that meet the 5% threshold in its last language survey, in accordance with the above procedures?**

☐ **Yes. The department has translated its public documents that provide information, explain services and/or benefits as follows:**

☐ 100% of its documents have been translated into non-English languages

☐ 80% to 99% of its documents have been translated into non-English languages

☐ 60% to 79% of its documents have been translated into non-English languages

☐ 40% to 59% of its documents have been translated into non-English languages

☐ 39% or fewer of its documents have been translated into non-English languages

☐ **No. The department does not have its public documents translated in accordance with the above procedures. However, the department:**

☐ Utilizes the following alternative means to provide the LEP public access to its written materials: (Please specify)

**Explanation:**

☐ Takes the following steps to ensure the LEP public has accessibility to its written materials:

**Explanation:**

☐ **Not Applicable.** The department is not required to translate its materials because it did not meet the 5% threshold for a non-English language in its last language survey

**4. Does the department maintain a master listing(s) of its translated materials that is updated on a regular basis, and is made accessible to its public contact employees?**

☐ **Yes. A copy of its master listing(s) is attached**

☐ **No.** The department does not maintain a master listing(s). However it makes translated materials accesible to its public contact employees by:

☐ Placing translated materials on the department's Intranet and/or Internet Web site.

**Link:**

☐ Maintaining copies of translated materials in all local offices and makes readily accesible to public contact employees.

☐ Other, as follows:

**Explanation:**

☐ **Not Applicable.** The department does not have any translated materials

**5. Does the department inform its LEP public about the availability of translated materials and makes sure they are readily accessible?**

☐ **Yes.** The department takes the following steps: **(Check all that apply)**

☐ Signs/posters translated into non-English languages are prominently displayed in its local offices accessible to the public - A sample copy is attached

☐ Places translated materials on the department's Internet Web site.

**Website Address:**

☐ Maintains copies of translated materials in local offices and makes readily accesible by the LEP public.

☐ A toll-free "Hot Line" telephone number(s) is available for the LEP public that is answered by interpreters or has available messages recorded in Non-English languages at the following numbers:

**Telephone Number(s):**

☐ Disseminated to the LEP public at community outreach and/or public service events

☐ Publicized in foreign language media (e.g., newspapers, radio, television).

☐ Mailed or provided to the LEP public, upon request, or when a need is identified by departmental employees.

☐ Disseminated to local governments, community organizations, contractors and/or other private and public entities that serve the LEP populations.

☐ Other, as follows:

**Explanation:**

☐ **No.** The department did not meet the 5% threshold, and does not have any translated documents.

**PART C - (TRADE AND COMMERCE AGENCY)**  
**PROCEDURES FOR IDENTIFYING LANGUAGE NEEDS AT LOCAL OFFICES AND ASSIGNING OF**  
**QUALIFIED BILINGUAL STAFF**

1. **What source of information does the department utilize to identify the language needs of its LEP public and how has it determined its reliability as an indicator? (Check all that apply)**

☐ The biennial language survey results are utilized, as follows:

**Explanation:**

☐ Population and/or census bureau statistics are utilized, as follows:

**Explanation:**

☐ Other data/statistics are utilized, as follows:

**Explanation:**

2. **How does the department utilize the above data/statistics to assist it in identifying its bilingual staffing needs?**

**Explanation:**

3. **What procedures does the department utilize for tracking bilingual positions and vacancies to ensure deficiencies and/or unmet language are addressed?**

☐ The department uses the following procedures:

☐ Bilingual positions are flagged by a centralized source and management is apprised of bilingual needs prior to recruiting/advertising vacancies.

☐ Individual Branch/Division /Unit management is responsible for tracking bilingual positions and recruiting/advertising vacancies.

☐ Other, as follows:

**Explanation:**

☐ The department does not have any procedures in place. However, it takes the following steps to ensure bilingual deficiencies and/or unmet language needs are addressed, when vacancies occur, as follows:

**Explanation:**

**PART D - (TRADE AND COMMERCE AGENCY)  
PROCEDURES FOR RECRUITING QUALIFIED BILINGUAL STAFF**

**1. What procedures does the department utilize to recruit qualified bilingual staff to meet its language needs?**

☐ **The department has utilized the following methods to recruit qualified bilingual staff when refilling public contact positions over the past two years:**

☐ Included bilingual fluency skill as a requirement or desired qualification when advertising to refill public contact positions, as follows:

**Estimated Number:**

☐ Tested applicant's bilingual fluency prior to making a hiring commitment when a requirement of the position, as follows:

**Estimated Number:**

☐ Utilized bilingual certification lists to refill bilingual public contact positions, as follows:

**Estimated Number:**

☐ Contacted current non-certified employees and/or tested their bilingual fluency, as follows:

**Estimated Number:**

☐ Included identification of bilingual needs in its examination planning process, as follows:

**Estimated Number:**

☐ Conducted recruitment and worked with LEP communities and foreign language media to reach applicants with required language fluency, as part of its examination process, as follows:

**Estimated Number:**

☐ Other, as follows:

**Explanation:**

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☐ **The department has not identified a need to recruit bilingual staff over the past two years, as follows: (Please check all that apply)**

☐ The department did not meet the 5% threshold to require it employ bilingual staff

☐ The department did not refill any vacant public contact positions to require it to utilize any of the above methods

☐ Due to the limited number of LEP contacts, the department utilizes other certified

bilingual resources, in lieu of hiring bilingual staff: (Please identify)

**Other Resources:**

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\_\_\_\_\_

☐ Other, as follows:

**Explanation:**

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2. **How successful has the department been in correcting bilingual position deficiencies and/or unmet language needs using the above procedures?**

☐ The department was able to make progress towards correcting its bilingual position deficiencies and/or unmet language needs through the use of the methods identified above, as follows:

☐ 76% to 100% of its bilingual staffing needs were corrected

☐ 51% to 75% of its bilingual staffing needs were corrected

☐ 26% to 50% of its bilingual staffing needs were corrected

☐ 10% to 25% of its bilingual staffing needs were corrected

☐ The department was unable to make any significant progress (**less than 10%**) of its bilingual position deficiencies and/or unmet language needs through the use of the methods identified above

☐ The department did not have any deficiencies or unmet language needs identified in its last language survey

☐ The department did not utilize any of the above methods to recruit bilingual staff, as it did not refill any vacancies

☐ Other, as follows:

**Explanation:**

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PART E - (TRADE AND COMMERCE AGENCY)  
PROCEDURES FOR PROVIDING TRAINING TO ALL PUBLIC CONTACT STAFF ON THE PROVISION OF  
SERVICES TO LEP INDIVIDUALS

1. Does the department provide training for its public contact staff to ensure they understand their responsibilities for providing an appropriate level of language-access to LEP individuals?

☐ Yes. The department provides training to its public contact staff that covers the following information:

**Explanation:**

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☐ No. The department does not provide training, but utilizes the following to ensure staff are aware of their responsibilities: (Check all that apply)

☐ Provides public contact employees with written procedures that outline their responsibilities. Copy attached.

☐ Training and/or written procedures are in the process of being developed, which will be submitted to SPB upon their completion on:

**Proposed Date:** *example: 01/01/2001*

☐ Other, as follows:

**Explanation:**

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2. What procedures does the department utilize to recruit qualified bilingual staff to meet its language needs?

☐ Training is provided at the time of hire

☐ Training is provided on a regular, on-going basis

☐ Training is provided when new resources and/or program changes occur that affect the provision of services in non-English languages

☐ Other, as follows:

**Explanation:**

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**PART F - (TRADE AND COMMERCE AGENCY)**  
**A DETAILED DESCRIPTION OF HOW THE AGENCY PLANS TO ADDRESS ANY DEFICIENCIES AND**  
**UNMET LANGUAGE NEEDS (RECOMMENDED STAFFING)**

**1. Did the department's last language survey identify any bilingual position deficiencies?**

- ☐ **Yes.** The department was identified as having bilingual position deficiencies, as described in the table below
- ☐ **No.** The department did not have any bilingual position deficiencies identified in its last language survey
- ☐ **Not Applicable.** The department was exempted from participation in the last language survey

Deficiency Number	Unit	Location (County & Zip)	Language of Deficiency	Number of Positions	Progress
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**2. Did the department's last language survey identify any unmet language needs (recommended staffing levels)?**

- ☐ **Yes.** The department was identified as having unmet language needs (recommended staffing levels), as described in the table below
- ☐ **No.** The department did not have any unmet language needs (recommended staffing levels) in its last survey
- ☐ **Not Applicable.** The department was exempted from participation in the last language survey

Recommended Staffing Number	Unit	Location (County & Zip)	Language	Number of Positions	Progress
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**PART G - (TRADE AND COMMERCE AGENCY)**  
**PROCESS USED TO ADDRESS AND RESOLVE COMPLAINTS REGARDING THE AVAILABILITY OF**  
**INTERPRETERS AND TRANSLATED MATERIALS**

**1. Does the department have procedures in place for receiving and resolving complaints regarding language-access?**

☐ **Yes.** The department has procedures in place that includes the following information

☐ Specifically identifies an individual's right to complain about language-access issues

☐ Is posted in all of its local offices, and advises the public of their right to complaint about language-access and how to make a complaint

☐ Includes materials forms and other documents translated into non-English languages to ensure the LEP public has access to this information, as follows:

Language	Meet 5% Threshold	Complaint Poster/Notice	Complaint Form	On Web site
<u>ADD</u>				

☐ Is accessible to the public on its web site, at the following:

**List Web Site Address:**

☐ Contains other information and/or is accesible through other means, as follows:

**Explanation:**

☐ **No,** the department meets this requirement through the following means:  
 (Check all that apply):

☐ The department does not receive significant contact from the public, therefore, it has been approved by the SPB to utilize the BSP's language-access complaint materials

☐ The department utilizes the following process to receive and resolve language-access complaints: (Please specify)

**Explanation:**

**PART H - (TRADE AND COMMERCE AGENCY)**  
**PROCESS TO COMPLY WITH ANY FEDERAL OR STATE LAWS THAT REQUIRE LINGUISTICALLY ACCESSIBLE SERVICES TO THE PUBLIC**

1. **Is the department subject to any other state laws that affect the provisions of services to LEP customers (e.g., CA Government Code Section 11435.05 through 11435.65)?**

☐ **Yes.** The department is subject to the following state laws:

Code Section	Requirement	How Department Complies
<b>ADD</b>		

☐ **No.** The department is not subject to any other state laws requiring language-access

2. **Does the department conduct administrative and/or medical hearings?**

☐ **Yes.** The department conducts these types of hearings and ensures language-access to LEP individuals through the following:  
(Check all that apply):

☐ Utilizes certified medical and administrative interpreters certified through CPS Human Resources Services

☐ Utilizes translated materials to advise LEP individuals of their rights (including language-access) and the hearing process (e.g., hearing notices, etc.)

☐ Utilizes other interpreters that are certified through another source as qualified to perform this type of interpretation:  
(Please specify):

Testing Source	Level or Type of Certification Issued
<b>ADD</b>	

☐ Takes other steps to ensure LEP individuals are provided an appropriate level of language-access:  
(Please Specify):  
**Explanation:**

☐ **No.** The department does not conduct these types of hearings

3. **Does the department receive any federal funding?**

☐ **Yes.** The department receives federal funds and ensures that it provides language-access in compliance with Title VI of the Civil Rights Act, Executive Order 13166 and/or other federal laws

by taking the following actions:

How Department Complies
<b><u>ADD</u></b>

☐ **No.** The department does not receive any federal funding; therefore it is not required to comply with any federal language-access requirements

**PART I - (TRADE AND COMMERCE AGENCY)  
OTHER RELEVANT INFORMATION REQUESTED BY THE SPB**

**1. Has the department issued a Bilingual Services Policy that effectively communicates its commitment to comply with the Act?**

☐ **Yes.** A copy of the department's Policy is attached and meets all of the recommended standards, as follows:

☐ Issued date is within the last two years

☐ Signed by the department director, executive officer, or agency head to communicate an appropriate level of commitment to serving the LEP public in compliance with the Act

☐ Disseminated to all employees to ensure commitment is conveyed throughout the department

☐ Contains definitions, service and performance standards and/or other information to identify an acceptable level of language-access

☐ Identifies or includes a current listing of the bilingual resources available to employees to assist in serving LEP customers, and how to access them, as needed

☐ Contains the name and telephone number of an individual(s) that employees may contact for assistance and additional information

☐ Contains other information and/or resources, as follows:

**Explanation:**

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☐ **No,** the department has not issued a Policy to date. However, it is taking the following actions to communicate the department's commitment:

☐ The department's Policy is in the process of being finalized for distribution. A copy of the draft policy is attached

☐ Other, as follows:

**Explanation:**

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**2. Does the department contract out any of its services that provide information, services or benefits to the public on its behalf?**

☐ **Yes.** The department contracts out public services to other state and/or local governments, school districts, and/or private entities or individuals, as follows:

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Description of Service	Contractor Performing Service
<u>ADD</u>	

☐ **No.** The department does not contract out any applicable services

**3. What measures does the department take to ensure that contractors performing the above services comply with language-access requirements?**

☐ Includes contract language that advises contractors of their responsibilities to provide language-access in compliance with state and federal laws, as applicable

☐ Requires contractors to track and/or survey and report all non-English public contacts

☐ Evaluates and identifies contracted services that may impact LEP populations and provides translated materials and/or access to qualified interpreters, as applicable

☐ Takes the following other action(s) to ensure language-access:

**Explanation:**



☐ **Not Applicable.** The department reported it does not contract out any of its public services

**4. How does the department test and certify its bilingual employees' bilingual fluency? (Check all that apply)**

☐ The department was given delegated testing authority by the SPB to test for the following languages:

Language Fluency	Type of Fluency (e.g., Interpreter or	Level of Fluency (e.g., General Conversational)
<u>ADD</u>		

☐ The department utilizes the testing services of the State Personnel Board for the following languages

Language Fluency	Type of Fluency (e.g., Interpreter or Translator)	Level of Fluency (e.g., General Conversational)
<u>ADD</u>		

☐ The department utilizes the testing services of another state agency or outside testing source for the following languages

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Testing Source	Language Fluency	Type of Fluency (e.g., Oral or Written)	Level of Fluency (e.g., General Conversational)
<b><u>ADD</u></b>			

☐ **Not Applicable.** The department has not identified a need to certify its employees' bilingual fluency

5. **Is there any other information, processes, procedures or bilingual resources the department has available to serve its LEP public, that it would like to explain that demonstrates its commitment to comply with the Act?**

☐ **Yes.**

**Please Specify:**

☐ **Not Applicable**

**SAVE & CONTINUE**